



County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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December 19, 2013

**TO:** Each Supervisor

**FROM:** Sheryl L. Spiller  
Director

Richard Sanchez  
Chief Information Officer

**SUBJECT: MICHAEL J. SYLVESTER II – ASSISTANT DIRECTOR OF THE LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES RECEIVING THE COUNTY WELFARE DIRECTORS ASSOCIATION - ANNUAL EXECUTIVE LEADERSHIP AWARD**

We are pleased to notify the Board that Michael J. Sylvester II, Assistant Director of the Los Angeles County Department of Public Social Services (DPSS), received the County Welfare Directors Association (CWDA) Annual Executive Leadership Award on October 3, 2013, at a ceremony in Sacramento, California.

Michael has developed and implemented leading-edge technologies for DPSS, which have corresponded with efforts by the CWDA and other counties in the State to modernize our case management systems to increase efficiencies and improve services. Many of the projects he has helped implement have enabled the Department to get ahead of the demand for such technologies, many of which have been pursued by other Counties throughout the State. These include:

- Customer Service Center (CSC) - which handles an average of over half a million calls per month from the public;
- Your Benefits Now (YBN) self-service web portal – which takes in thousands of applications on-line, and allows hundreds of thousands of our participants to access their case status information on-line;
- Electronic Document Management System (EDMS) – which has converted over a million and a half paper cases to electronic cases; and
- Data Mining Solution (DMS) – which has provided our Child Care fraud investigators with an innovative toolset to identify intricate fraud patterns.

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Michael has continually played a key role in CWDA, as an active member of the IT Committee, successfully secured State and Federal approval of the LEADER Replacement System (LRS), and has been instrumental in CWDA's overall planning around Health Care Reform.

We would like to congratulate Michael and his staff for this achievement, and express our sincere gratitude to the Board, as well as the Chief Executive Office, for their collective vision and continuous support of leading-edge technologies and their use throughout the County, particularly in DPSS.

SLS:RS:cc

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Deputy Chief Executive Officer